DISA 2005 Customer Conference
You and DISA: The Net-Centric Journey

DISA Europe Obtains ISO 9001:2000 Registration

By Betsy Turner, DISA GIG Combat Support

DISA-Europe's Defense Information System Network (DISN) CONUS Quality Management System (QMS) in the European theater has been registered to the International Standard ISO 9001:2000. ISO 9001 is a way of measuring standards of businesses and government practices, ensuring that products and services meet efficiency and quality measurements.

In meeting the requirements of the ISO 9001, DISA-Europe had to demonstrate that it had documented all its DISN Europe critical business processes, followed the documented processes, and measured performance of the processes, all of which was then verified by independent external auditors. What this means to Department of Defense (DOD) warfighter customers is that they can be assured that DISA has customer-focused, standardized, consistent processes in place to ensure repeatable quality DISN services.

The ISO International Standards are process-oriented. The basic philosophy is based on two cornerstones: minimizing variation and controlling processes, and continual process improvement.

DISA's Center for Network Services in the Global Information Grid – Combat Support directorate led the effort to develop and implement the QMS. The DISN is the primary provider of information systems delivery support to the warfighters and senior leaders of DOD. DISA's registered DISN Europe QMS supports all DISN services and networks, including its Unclassified but Sensitive Internet Protocol Router Network (NIPRNet), Secret Internet Protocol Router Network (SIPRNet), Defense Switched Network (DSN), Defense Red Switch Network (DRSN), DISN Video Services, and DISN Transmission networks.

Air Force Lt Gen Harry D. Raduege Jr., DISA's director, initiated the task to implement a DISN QMS addressing the integrated life-cycle management processes supporting the DISN. The QMS addressed all processes from requirements definition, planning for DISN services, engineering through the entire life-cycle management, and other support processes to acquire, deploy, and maintain the DISN.

DISA's European theater registration completes DISA's global program of registering the DISN QMS. DISA continues to be one of the first major DOD services/ agencies to obtain ISO registration for a QMS of a major product or service on the scale of the DISN. ◗

Customer Conference Builds Lasting Partnerships

By Carol Horen, DISA Corporate Communications

Nearly 2,000 Department of Defense (DOD) employees, federal employees, contractors, and vendors converged in Dallas, Texas, to attend the 2005 DISA Customer Partnership Conference held April 26-28.

This year's theme, "You and DISA: The Net-Centric Journey … Vision to Reality," reflected the theme of partnership that was echoed throughout the conference.

"The only way we can achieve net-centricity is through a partnership between all of you here today and DISA," said Air Force Lt Gen Harry D. Raduege Jr., DISA's director, at the opening of the three-day conference.

Over the course of the conference, attendees heard a variety of speakers discuss various subjects such as how net-centricity supports the warfighter, changes needed to meet the net-centric vision, and how the partnership between DOD and information technology businesses can bring net-centricity to reality.

The conference keynote speakers were Raduege; Army MG Marilyn A. Quagliotti, DISA's vice director; Lawrence A. Weinbach, executive chairman of Unisys Corporation; Marine LtGen Robert M. Shea, director of Command, Control, Communications, and Computer Systems (J-6); John Legere, chief executive officer of Global Crossing Ltd.; Yogesh Gupta, senior vice president and chief technology officer of Computer Associates International, Inc.; Marc Andreessen, chairman and co-founder of Opsware, Inc.; Michael C. Ruettgers, chairman of the board for EMC Corporation; and Austin A. Adams, chief information officer of JPMorgan Chase.
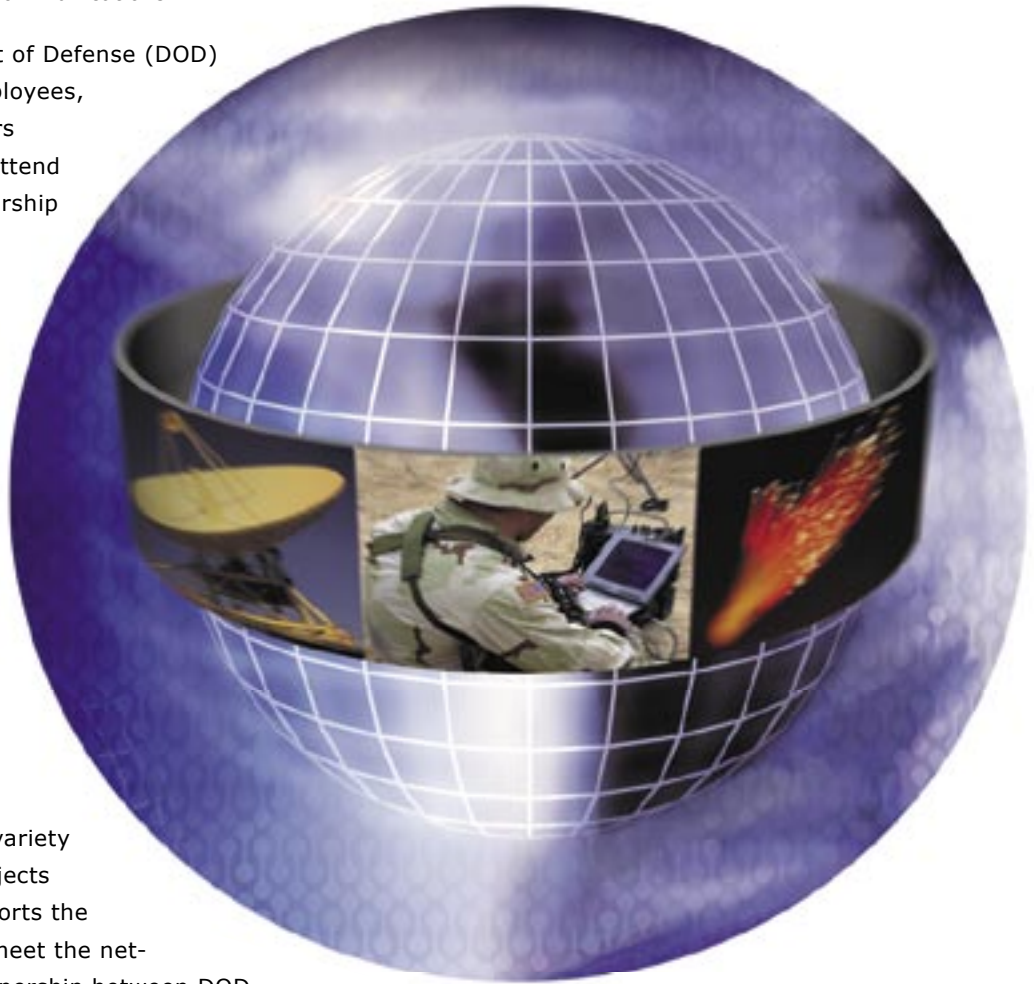
Numerous breakout sessions, as well as subconferences for internal DISA branches, allowed conference attendees to interact with DISA employees.

Net-Centricity's Support to the Warfighter

A key theme of the conference was net-centricity's support to the warfighter. Various keynote speakers discussed how information technology is becoming a crucial part of combat operations.

"The network is the center of gravity," said Shea. "Information will be at the heart of any conflict." ▶4
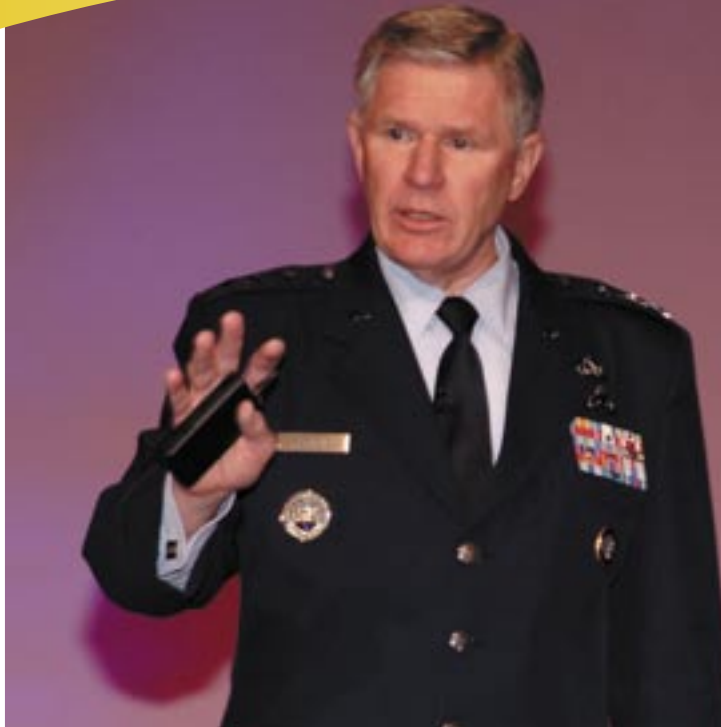
Lt Gen Harry D. Raduege Jr., DISA's director, speaks on the first day of the 2005 DISA Customer Conference on the issue of how DISA and its partners are on the road to reach net-centricity together. (Inset) MG Marilyn A. Quagliotti, DISA's vice director, speaks on the third day of the conference, asking participants, "Are you coming with us?"
DISA photos by Donna Burton, VISB

▶ **Conference cont.**

Shea spoke on the second day of the conference, urging people to remember how important the warfighter's defense of the nation is. He evoked memories of the Sept. 11 terrorist attacks and how the nation's military rose to defend the U.S. against terrorist groups who threaten peace.

"Interoperability is about combat power," Shea said. "We need to make people understand that we provide capabilities to the warfighter."

Changes in DOD

A primary challenge to the net-centric vision that several speakers touched upon was the cultural change necessary to bring the vision to reality.

Raduege explained what DOD has asked of IT and communications providers, both within and outside DOD, which is to help the Department develop methods to share information with all its partners – complete interoperability. "This is the single biggest request they've had for us," Raduege said.

As a result of that request, "we're changing the way we do DISA's business," said Raduege. "We're changing in means of collaboration and sharing information beyond DOD – with industry, private sector, and federal government."

Speaking on the subject of "Top Leadership Principles in Becoming an Agent of Change," Weinbach told audience members that through change, there still needs to be a vision to make sure we continue to progress forward. We need to continue seeing our vision in the face of unrelenting change, Weinbach added. Weinbach spoke on the first day of the conference.

Legere, who spoke on the conference's second

day, held up a copy of a magazine that declared on the cover, "Change or Die."

"Do not invest a cent in the past. Think about where we're going. Change the mindset," Legere told conference attendees.

Quagliotti, speaking on the conference's third day, explained how difficult it is to change the mindsets of the services into thinking about systems in terms of joint operations. "We still have interoperability problems. The Army, Navy, Air Force, and Marines are using different systems," she said.

"We're working on C4 transformation, but we're part of a bigger transformation that is happening in the Department of Defense," Quagliotti added. The changes that DOD is undergoing, in communications as well as in acquisitions, in the process of hiring new specialists for new communications demands, and in other areas, will improve department functions to meet the challenges today's warfighter is facing, Quagliotti explained.

"We're on the road to get there and are you coming with us?" Quagliotti asked.

Importance of Partnership

Quagliotti's question to participants, "Are you coming with us?" highlighted a final theme in the conference, which is the importance of partnership between various DOD, federal government, and vendor representatives.

"It is amazing what we can accomplish when everyone works together," said Quagliotti. She discussed the importance of everyone moving together in the same direction to provide seamless capabilities to all the services.

"It's still about information, as in Defense Information Systems Agency," said Ruettgers, speaking on the third day of the conference. The capability to exchange information, throughout DOD and all its coalition partners, is a key part of net-centricity.

The 2005 DISA Customer Partnership Conference was an opportunity for DISA and its partners to enhance relationships by providing a forum for the discussion of current and future information technology capabilities. The conference received positive reviews from attendees, who departed Dallas with a better understanding of how DISA is working

Conference speakers, top to bottom: Lawrence A. Weinbach, executive chairman of Unisys Corporation; John Legere, chief executive officer of Global Crossing Ltd.; and Marine LtGen Robert M. Shea, director of Command, Control, Communications, and Computer Systems (J-6). DISA photos by Donna Burton, VISB

towards achieving net-centricity.

It also gave attendees a stronger sense of why DISA is committed to the net-centric vision. "Never forget why we're doing all this," Raduege said in his closing remarks, "for the warfighters, defending our freedom." ◗

Comings & Goings

Jimaye H. Sones is DISA's new chief financial executive/comptroller. He oversees activities related to acquiring, allocating, and accounting for and reviewing the use of funds. He also provides financial advice to the DISA director, vice director, and senior DISA managers. Sones has a Bachelor of Science degree in Accounting and Economics and a Business Administration degree. He received a Master of Management degree from the Florida Institute of Technology. Sones has held both state and federal security dealer licenses. He has worked as a senior auditor and audit office chief for the Army Troop Support Agency and served as an accounting branch chief, business unit manager and region resource manager, director of accounting, and comptroller with the Defense Commissary Agency.

Pravin C. Jain, DISA's chief scientist in the Satellite Communications Division in the Operations Directorate, retired April 13 after more than 30 years serving the DISA community. After joining DISA in 1974, he was actively involved in the architecture and development of DOD military satellite communications systems. He was appointed to his current position in June 1996 in recognition of his numerous years of DOD technical contributions to military satellite communications. Jain served as DISA's senior focal point for all space-related activities and as interface with national and international space organizations. Jain has been the chairman of the NATO Satellite Communications Working Group since 1996.

DISA's director of testing, Frank M. Holderness, retired from the government April 7 after a long and distinguished career. As the director for testing, Holderness was responsible for providing the infrastructure and test areas to support DISA engineering, combat support, and operations activities. He also oversaw DISA's two Joint Interoperability Testing Centers, which are the only DOD organizations with the mandate and authority to certify that DOD information technology and national security systems meet interoperability and net-readiness requirements. He was recognized by the president with the rank of meritorious executive in the Senior Executive Service for 2002.

Ronald J. Maccaroni, DISA's deputy chief financial executive/comptroller, retired from federal service March 23. Prior to coming to DISA, Maccaroni was with the General Accounting Office, where he led evaluations of a variety of Department of Defense, Department of Interior, and Department of Health and Human Services programs. While with GAO in Washington, he managed a variety of evaluations in many federal civilian and military departments. Maccaroni was selected to be special assistant to DISA's comptroller in October 1996, and he was appointed deputy comptroller in October 1997. Maccaroni has received numerous awards throughout his career, including the Comptroller General's Meritorious Service Award, the DISA Director's Meritorious Civilian Service Award, and a Secretary of Defense Certificate of Appreciation for Outstanding Achievement through Value Engineering.

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Army BG Dennis L. Via, currently DISA's principal director for Operations and deputy commander of the Joint Task Force-Global Network Operations (JTF-GNO), will become the commanding general, 5th Signal Command, and deputy chief of staff, G-6, in Germany. Via began his career with the 35th Signal Brigade, XVIII Airborne Corps. Since then, he has been recognized for his service to the Army with awards such as the Legion of Merit, the Defense Meritorious Service Medal, the Meritorious Service Medal, the Army Commendation Medal, the Joint Service Achievement Medal, and the Army Achievement Medal.

DISA's chief of staff, Air Force Col Charles W. "Bill" Staton, retired from the military May 31 after nearly 28 years of service. Staton's career began in September 1977 as a student in the basic communication electronics officer's course at Keesler Air Force Base, Miss. Throughout his career, Staton served numerous positions within the field of communications. While with DISA, Staton has served as the chief, Airborne Systems Branch; chief, Command Center Engineering Support Branch; and deputy principal director for Operations. In 2003, Staton became DISA's chief of staff. Staton has received numerous awards in recognition of his service, including the Defense Meritorious Service Medal with two oak leaf clusters, the Meritorious Service Medal with four oak leaf clusters, the Air Force Commendation medal, and the Joint Service Achievement Medal. ◗

BRAC Recommendations
Affect DISA, JTF-GNO

By DISA Corporate Communications

Several DISA sites have been included in the 2005 Base Realignment and Closure (BRAC) report, announced by Secretary of Defense Donald Rumsfeld May 13. Specifically, the following changes have been recommended:

- Consolidate DISA components in the National Capitol Region and the JTF-GNO at Fort Meade, Md.
- Consolidate the majority of civilian personnel office functions at DFAS Indianapolis.
- Close DISA COOP and Test Facility (DCTF) located at Slidell, La.
- Transfer Defense Satellite Communications System mission and equipment from Onizuka Air Force Station to Vandenberg Air Force Base, Calif.
- Close the DISA office at Fort Monmouth, N.J.
- Relocate the Defense Spectrum Office and the Office of the Secretary of Defense Support Office to Fort Belvoir, Va.

If the BRAC recommendations are approved, preparations for the DISA headquarters consolidation will take five or six years to complete. Since a military construction project for a new headquarters will be required and DISA's existing leases don't expire for a number of years, it is estimated that 2010 will be the earliest before headquarters functions begin to move.

Execution plans for the consolidation of civilian personnel office functions and closure of DCTF Slidell will begin as soon as the BRAC decisions are finalized later this year.

It is important to understand that DISA is not closing or going "out of business." Customers will not notice any disruption of service; vendors' contracts with DISA will not be canceled or voided. Also, DISA is an agency that takes care of its employees.

Any changes resulting from the BRAC process will primarily be internal, and there will be no change in DISA's business practices or product lines. DISA's commitment to providing excellent customer service will continue throughout this seamless transition.

Please visit DISA's BRAC Web site at **http://www.disa.mil/brac.html** for updated information regarding DISA and the 2005 BRAC process. ◗

JITC Testing Connects
National, State Emergency Response Teams

By Carol Horen, DISA Corporate Communications

A crisis is not the time to realize that you cannot communicate.

Therefore, before any potential crisis occurs, various participants from the Department of Defense (DOD), Department of Homeland Security, Canadian military, the Federal Emergency Management Agency (FEMA), the Arizona Department of Emergency Management, and the city of Glendale, Ariz., conducted tests to determine if all their communication systems can talk to one another.

The testing was part of the DOD Interoperability Communications Exercise (DICE) 2005, an annual exercise that is sponsored by the Joint Forces Command and hosted by the Joint Interoperability Test Command (JITC) at Fort Huachuca, Ariz. The exercise was held February to April. This is the first time that various incident-response communications teams, from the national level to the local level, have gathered for an interoperability communications exercise at one physical location.

How well can these systems work together? This is an important question, especially as technology changes and new methods are used to communicate.

It is essential to ensure that the new versions of hardware and software are in place and can properly work with the systems they need to.

"People buy different equipment," said Air Force Col Victoria A. Velez, commander of the JITC. "If we can't get the information to people that need it, then valuable lives can be lost … Does your radio work with people in the next county?"

Interoperability is key when it comes to ensuring that the warfighter is able to get the necessary information required to do his or her job. But, as Velez said, "Interoperability is JITC's business."

The JITC is the only DOD organization with the mandate and authority to certify that DOD information technology and national security systems meet interoperability and net-readiness requirements for joint military operations. The JITC goes by the slogan, "adaptive testing for emerging technologies."

The key objective of DICE 2005 was to determine interoperability through testing on emerging technologies, specifically technologies in voice, data, video, and transmission systems. DICE 2005 was the largest interoperability communications exercise ever. There were a total of 33 test events, including 13 certification tests, 10 assessments, six demonstrations, and four warfighter-support hotline tasks.

For the first time, DICE planners extensively used NETWARS software to plan, model, and simulate Voice over internet protocol and video teleconferencing networks.

DICE set up a testing forum where various scenarios were created, replicating joint communications architectures that allow participating units opportunities to develop mission performance-oriented training. DICE participants saw how well their systems handled certain situations and developed methods to train their forces to use the systems during a similar situation.

How well can these systems work together? This is an important question, **especially as technology changes and new methods are used to communicate.**

DICE also assessed programs that may not qualify for certification, but may provide valuable insight into possible future uses or capabilities. DICE is a starting point for many of the new technologies that warfighters and emergency-response teams will use in the future. Several vendors, including SPIRENT, Marconi, Avaya, SCOTTY, Polycom, and Comtech, supported DICE 2005 by offering products for interoperability testing that will be used by the warfighter or by emergency-response teams in the future.

"We can look at new systems here before they ever go to war," said Air Force Lt Jared Harris, a JITC employee and a DICE coordinator.

The JITC has conducted DICE annually since 1989 under a myriad of different names. The exercise has grown into DOD's premiere interoperability testing exercise, averaging 15 joint certifications and six assessments or demonstrations every year.

FEMA's participation, as well as Guard and Reserve units that participated in non-traditional roles, increased the number of units who participated in this event from last year and increased the impact that DICE's interoperability findings will have. Commercial vendors with DOD sponsorship are welcomed as DICE participants and, in this way, introduce the latest, state-of-the-art technologies to the warfighters and testing community.

"This exercise really provides a good opportunity to exchange information and see what type of capabilities are out there," said Velez. "At the end of the day, it will let us know how we can do better." ◗

DISA Helps in Tsunami Relief

By DISA Corporate Communications Staff

DISA and the U.S. Strategic Command's Joint Task Force-Global Network Operations (JTF-GNO) directly contributed to the Department of Defense's (DOD) support to those nations affected by the tsunami in Asia.

DISA's forward-based staff in the region, the DISA Pacific Command Field Office (DISA-PAC), worked directly with the U.S. Pacific Command (USPACOM) director for command, control, communications, and computer systems to satisfy immediate requirements of DOD elements supporting the tsunami relief efforts.

Satellite-based communications were the primary means of communicating within the region, so DISA quickly adapted its services to support the evolving satellite communications requirements. DISA continually assessed the communications architecture in affected areas to ensure Standardized Tactical Entry Points (STEP) satellite ground station sites could support all required missions. In anticipation of Navy ships' and ground units' surge requirements, DISA identified potential terrestrial choke points and set the stage to quickly increase bandwidth as necessary.

DISA also expanded the coverage area of its Enhanced Mobile Satellite Services (EMSS) phones to include northeast Sri Lanka, which was previously uncovered. In much of the affected area, satellite phones were the only means of communication available.

Debris from the tsunami wiped out numerous communities as well as communications capabilities.
Photo by PH1 Jon Gesch, Combat Camera

DISA also established automated collaboration-planning environments to support collaboration between the various DOD elements involved in the relief effort. The agency worked with PACOM and its Joint Task Force (JTF) 536 to support the fielding of the Defense Collaboration Tool Suite (DCTS), for secure collaboration, and similar commercially based Web capabilities for unclassified collaboration.

DISA-PAC's support was augmented by the Global NetOps Center Tsunami Support Operations Cell, which was established on New Year's Day to provide communications and information systems support to the JTF 536. The cell was comprised of personnel from both DISA and the JTF-GNO.

"We received a call from our boss, BG [Dennis] Via, on New Year's Eve, and the cell was operational the next day," said Al Johnson, chief of the Contingency and Exercise Support Branch of DISA's GIG Operations Directorate.

DISA also deployed 15 employees from headquarters and DISA-PAC to the region to support the effort. The agency sent communications experts to Camp Courtney, Okinawa, which is the location of the JTF's rear element. DISA also sent a team to implement and integrate collaboration tools within the JTF architecture and a team of contingency planners to Thailand to support JTF 536 operations.

The cell provided 24-hours-a-day response to PACOM's requirements. It had 30 central points of contact with expertise in all areas of Defense Information System Network (DISN) services. This cell met a variety of JTF 536 secure and non-secure communications requirements, including satellite and gateway access; EMSS coverage; video-teleconferencing; collaborative planning tools; and other voice, data, and video services.

"Video-teleconferencing was a particularly important means of communications," said Army LTC John Cox, chief of JTF-GNO's Systems and Network Branch.

The cell remained active until January 31. DISA and the JTF-GNO continued monitoring the situation and providing support as needed until the U.S. relief mission was completed. ◗

One of DISA's Own Wins 2004
AFCEA Copernicus Award

By Terri Stover, DISA Corporate Communications

Navy LT Brian Burrow was awarded the 2004 Armed Forces Communications and Electronics Association (AFCEA) Copernicus Award. The award is given annually to a Navy or Coast Guard active duty member or civilian for sustained superior performance in command, control, communications, computing, and intelligence (C4I), and information technology (IT). Burrow is assigned as the Defense Switched Network (DSN) Telemetry Systems team leader at DISA-Europe, Stuttgart, Germany.

Burrow won his award for outstanding accomplishments in the DSN at DISA-Europe. He is responsible for 174 network management platforms and 90 circuits for the DSN Europe. While deployed to DISA CENTCOM's Theater Network Operations Center, he provided top notch strategic management of communications nodes, switches, and circuits, many of which were in direct support of Operations Enduring Freedom and Iraqi Freedom.

Burrow also led a highly successful information assurance (IA) team, coordinating with system administrators, database managers, and other IA officers. Under his leadership, his team eliminated all 48 category I vulnerability assessment findings in addition to eliminating 215 category II, III, and IV findings, all of which significantly reduced the risk of intrusion to both the DSN network management systems and the switches. As the contract task monitor, his team successfully integrated 14 new switches into the Advanced Defense Switched Network Integrated Management Support System (ADIMSS), reducing management cost by $65,000 annually and providing a means to quickly identify existing and potential problems at those sites.

He has also served as the data network implementations officer for non-classified and classified network services. His other collateral duties include ADIMSS information assurance officer, force protection officer, and Navy command fitness leader.

Burrow was commissioned in the Navy as a naval flight officer in December 1996. Before his assignment to DISA-Europe, his previous command was with VQ-1 out of Whidbey Island, Wash. In May, he became the tactical action officer aboard the USS George Washington.

Burrow grew up in a Navy family, moving every two to three years, but he claims Seattle, Wash., as his home. He earned a bachelor's degree from the University of Washington and is currently attending the University of Maryland, expecting to graduate in the fall of 2005 with a degree in management information systems.

The Copernicus award was

LT Brian Burrow, USN (second from left), receives the 2004 AFCEA Copernicus Award from VADM Jerry Tuttle, USN (Ret.), VADM Arthur Cebrowski, USN (Ret.), and Maj Gary Benitz, USAF.

established in 1997 as a result of a discussion between retired Air Force Lt Gen C. Norman Wood, then president and CEO of AFCEA International, and Navy VADM Art Cebrowski, who was the Navy N6 at that time. The name for the award came from the Navy Copernicus architecture, used as the blueprint for the future C4I structure of the Navy. Recipients are selected based on their sustained superior performance in a C4I/IT-related job. The selections are made each year by Navy judges who review applications from the departments of the Navy and Coast Guard, including active duty and civilians. AFCEA presents the awards at their annual Western Conference held in San Diego each winter.

Burrow is the second DISA recipient of the Copernicus Award. Navy LCDR Edward Bryant won the award in 2003.

Small and Disadvantaged Business Utilization **Opens Doors**

By Carol Horen, DISA Corporate Communications

DISA's Office of Small and Disadvantaged Business Utilization (SADBU) invited women entrepreneurs to network with the DISA community March 31 as part of the SADBU's "Opening Our Doors" small business outreach campaign.

In recognition of National Women's History Month, approximately 70 women-owned small businesses, specializing in providing services in information technology and telecommunications to DISA and the Department of Defense (DOD), were invited to the event. The theme was, "Business Smart, Business Savvy: Women Creating Connections That Work!"

A previous "Opening Our Doors" event was held in November 2004 in honor of Veteran's Day, and about 100 veteran and service-disabled, veteran-owned small businesses were invited to network with DISA employees. The theme of that event was, "Championing Our Veterans."

These outreach events have allowed small and disadvantaged businesses to hear about DISA's transformation initiatives, obtain valuable information on current issues facing veterans, and receive practical information on how to do business with the federal government and industry.

Guest speaker Scott F. Denniston, director of the Office of Small Business and Center for Veterans Enterprise, told the veterans at the November event, "Your challenge is to find out how you fit into the mission of your customer. We have a wonderful opportunity today to meet with our customer."

The "Opening Our Doors" events benefit both DISA as well as small and disadvantaged businesses. DISA gains the opportunity to explain its new initiatives and what type of services it is looking for in small businesses. It is also an opportunity for DISA to show its commitment to the small business community through the successes of its SADBU program, which has received numerous awards from DOD. Small and disadvantaged businesses gained the opportunity to showcase their services and gain potential contracts with DISA.

Photos, top to bottom: Aileen Kishaba, director of program policies for the National Women's Business Council; Dee Fisk, president and CEO of Mega-Tec Inc. speaks during an open-microphone session during an "Open Doors" event with small, women-owned businesses; Becky Harris, principal director of the Global Information Grid-Enterprise Services Engineering directorate, receives a gift from Sharon Jones, DISA's SADBU director. DISA photos by Donna Burton, VISB

DISA-PAC and PACOM
A Partnership

By Sheryl Robertson, DISA Corporate Communications

Just miles away from Hawaii's beaches, two organizations are working hard to achieve a complex mission. For the DISA Pacific Field Command (DISA-PAC) and the United States Pacific Command (PACOM) director for command, control, communications, and computer systems (J6) who DISA-PAC supports, life is more than just fun in the sun. The organizations are tasked with meeting the communications needs of a region encompassing more than 50 percent of the earth's surface, 60 percent of the world's population, and the world's six largest armies — a task that the two must work as a team to tackle.

A Joint Venture

We operate as a partnership," said Army BG Randolph Strong, PACOM J6. PACOM, located at Camp H. M. Smith, is responsible for coordinating and setting priorities; DISA-PAC, located at Wheeler Army Airfield, provides daily provisioning and operations and maintenance.

The top priority for these partners is information assurance, said Strong. Of all the military theatres, the Pacific includes organizations that are "most aggressive in terms of a threat to our network," he said.

The partnership begins each morning at 7:30 when DISA-PAC gives Strong an operations briefing. During the video teleconferenced (VTC) briefings, DISA-PAC informs him of any outages or problems in the Pacific theatre's network. The two groups are in continuous contact through a full-time VTC

▶SADBU cont.

Each "Opening Our Doors" event also has a unique aspect to offer to participants. The March event involved a "round robin" networking session, which provided each participant with an opportunity to meet with DISA program managers,

contracting officers, and industry executives. Participants could introduce their company and discuss potential prime and subcontracting opportunities.

The March event also featured an "open mic" session, allowing participants to share their best business practices and discuss their lessons learned among fellow women entrepreneurs.

The November "Open Doors" event featured a vendor marketplace, open to all DISA civilian and military personnel. The marketplace allowed veteran and service-disabled, veteran-owned

DISA Director Lt Gen Harry D. Raduege Jr., greets Raymond Lopez, president and CEO of Engineering Services Network Inc., and John V. Meyers, president of Native American Industrial Distributors Inc., at a DISA Office of Small and Disadvantaged Business Utilization "Opening Our Doors" outreach event. The event allowed veteran- and service-disabled veteran-owned small businesses to learn about DISA's products and services and to better learn what DISA is seeking to acquire. DISA photo by John Kandrac, VISB.

businesses to set up booths and displays to showcase their products and services. DISA employees were encouraged to visit the marketplace and talk to vendors. The vendors gained the opportunity to ask questions concerning the type of products and services that DISA is looking to provide.

"Everything America has to offer should be offered to all," Air Force Lt Gen Harry D. Raduege Jr., said at the November event. "We're here to help."

DISA's SADBU will be hosting various other "Opening Our Doors" small business outreach throughout the year for other small business categories. ▶

link from DISA-PAC's Theater NetOps Center (TNC) to PACOM's Tactical Command and Control Center, and through the DISA-PAC Hawaii field office co-located onsite at PACOM headquarters. Additional field offices are located in Alaska, Guam, Okinawa, Korea, and Japan.

DISA-PAC operates the networks with high reliability and security, said PACOM Chief Information Officer Randall Cieslak. Their updates "give us the visibility we need to have confidence and trust in our networks, and they let us know when there is something that may cause us to have to look at alternative ways of operating," he said.

As the NetOps concept becomes reality, DISA-PAC deputy commander Navy CDR Deborah Kern envisions her organization being able to give the J6 not only the location and operational impact of an outage, but more specifically what functions the individual end user is unable to do as a result.

DISA-PAC keeps a watchful eye on the networks 24/7 from its TNC and eight subordinate network operations centers. Their response time is usually fast, ranging from as little as two minutes to a maximum of several hours for more complex issues, said Air Force CMSgt N. Jerome Baker, TNC chief.

Air Force CMSgt N. Jerome Baker, Theater NetOps Center (TNC) chief at DISA-PAC, and Army SGM Bryan Randall, DISA-PAC senior enlisted advisor and TNC superintendent, in the TNC at DISA-PAC, where they watch the Pacific Theater's network for outages and problems. DISA Photo by Sheryl Robertson

Connecting the Deployed Warfighter

I nformation assurance (IA) is also a critical priority for Enhanced Mobile Satellite Services (EMSS), another major responsibility of DISA-PAC. This satellite phone system has global reach and has been a major communications tool — at times the only communications tool — for deployed warfighters since 9/11. DISA is constantly upgrading the EMSS gateway's network systems to stay ahead of the evolving IA threat.

Approximately 84 percent of EMSS customers are in the U.S. Central Command area of responsibility, which includes Iraq and Afghanistan, said Bill Carroll, EMSS Gateway chief. Overall, EMSS users generate voice and data traffic on the system in about 180 countries a month.

Reliability is important for EMSS, as "there is no redundancy capability or replacement" for this service, said Army BG Dennis Via, DISA's principal director for Global Information Grid – Operations, to whom DISA-PAC reports.

On the Horizon

L ike many other Defense components, PACOM is looking forward to the implementation of some major DISA programs, particularly Global Information Grid – Bandwidth Expansion (GIG-BE) and Net-Centric Enterprise Services (NCES).

"GIG-BE is a critically important program," said BG Strong, emphasizing the increased demand for

bandwidth. While GIG-BE alone may not solve the problem, BG Strong agrees that it will help. "If we don't do GIG-BE, we'll find ourselves in a situation where we have potentially a catastrophic shortage of bandwidth."

That is why Army COL Gil Griffin, DISA-PAC commander, has made reaching full operational

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The top priority for these partners is information assurance

BG Randolph Strong, PACOM J6

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capability for GIG-BE his organization's number one priority. The team is on schedule, despite the fact that it has had to approach implementation differently than its peers in the Continental United States (CONUS) and Europe.

"Because of the tyranny of distance that we have, and so many different foreign entities, we just can't afford to implement it the same way," said CDR Kern.

As it waits for GIG-BE to become fully operational, PACOM is looking ahead to other bandwidth issues. While GIG-BE will connect the major nodes in order to increase bandwidth, Cieslak says the Department of Defense (DOD) must also consider how to bring bandwidth to the end user and how to use bandwidth wisely once it is acquired.

In addition to GIG-BE, PACOM is also looking forward to NCES. This program will provide DOD organizations ubiquitous access to reliable, decision-quality information through a net-based services infrastructure and applications to bridge real-time and near-real-time communities of interest (COI).

PACOM could use two of the services NCES is expected to provide — collaboration and identity management — today, said Strong. The collaboration core service will solve some of the software, domain, and account problems experienced when different groups try to have collaborative sessions. The other service, identity management, refers to authenticating users and to simultaneously deciding what portions of the network to which they have access and posting rights. This will prove key as U.S. forces continue their work with coalition partners.

Setting Priorities

The Hawaii Information Transfer System (HITS) contract will also take precedence for DISA-PAC in upcoming months. The current contract provides end-to-end telecommunications services for all DOD users throughout Hawaii and is nearing an end. DISA-PAC, along with the Defense Information Technology Contracting Organization, is working on the follow-on contract J-HITS, which will incorporate the joint element.

Other priorities for DISA-PAC include reaching initial operational capability at three Teleport sites (Wahiwa, Fort Buckner, and Camp Roberts), as well as meeting the timelines necessary for implementation of Global Command and Control System – Joint.

Despite its many priorities, the DISA-PAC mission — providing reliable information systems and services to the Pacific warfighter — remains Griffin's foremost concern. ◗

Army COL Gil Griffin, DISA-PAC commander, has made reaching full operational capability for GIG-BE his organization's number one priority.
DISA photo by Sheryl Robertson.

Lasting Partnerships, Lasting Memories

Looking back at the
DISA 2005 Customer
Conference

Photos by Donna Burton, VISB;

Joe Brygider and Carol Horen, DISA

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